

257112/2005

Revised

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE: POLICE SERVICE REPRESENTATIVE**

**DEFINITION**

Under general supervision, to perform specialized para-professional and technical civilian police support duties in various divisions of the Police Department; and to do related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is a journey level classification. Incumbents are expected to have a working knowledge of laws, codes, regulations, Department policies and procedures applicable to assigned work, modern office procedures and are expected to function with a high degree of independent judgement and assist in the training of other civilian personnel as needed. Incumbents are assigned to the various divisions in the Police Department and may work a varied work shift, including nights, weekends and holidays.

**REPORTS TO:** Varies

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from higher level sworn or civilian Police Department staff. May exercise lead direction over Police Cadets, Crossing Guards and Volunteers.

**EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

- Process and prioritize arrest reports for assignment and assist in the completion of arrest packages.
- Follow up on cases that have been returned by the District Attorney's office for more information.
- Assist records personnel as needed with the processing of permits & licenses.
- Assist in fingerprinting, photographing and interviewing drug, sex and arson registrants and suspects.
- Access county, state, interstate and national law enforcement records, automated data and information systems for the purposes of retrieving, updating, purging and researching the database.
- Provide information to the public and other agencies in accordance with applicable laws and departmental policy.
- Patrol an assigned area of the City.
- Train and direct Police Cadets, Crossing Guards and Volunteers.
- Issue citations or warnings for violations of California Vehicle Code provisions and parking control ordinances such as parking time limit zones, tow away zones, loading zones, and metered parking areas.
- Impound illegally parked or abandoned vehicles.
- Inspect vehicles and sign-off on citations.
- Recommend traffic improvements; direct traffic as required.

- Prepare reports concerning parking related problems; prepare daily reports on activities.
- Respond to calls involving minor traffic matters; perform limited crime or accident scene investigations that do not necessitate the use or authority of sworn personnel; collect evidence and impound vehicles at traffic accident scenes; gather traffic statistics.
- Investigate violations of laws and ordinances, write reports.
- Respond to crime scenes, take photographs, lift latent fingerprints, and collect and process evidence.
- Assist in criminal case investigation by conducting follow-up phone calls, data base searches, and interviews.
- Conduct home, business, and industry security inspections of property, identifying security problems or conditions that advantage criminal activity.
- Conduct public presentations, including showing videos, power point presentations, and preparing displays and other audio-visual materials for a wide variety of police programs and services.
- Coordinate and participate in police awareness programs for schools within the City.
- Organize neighborhood watch groups; recruit and train volunteers to support crime prevention efforts.
- Maintain Neighborhood Watch database.
- Gather and report information from victims of crimes for analysis of circumstances and trends.
- Receive citizen inquiries and requests for law enforcement service at a public counter, over the telephone, and in the field; take preliminary and routine reports.
- Testify in court as required.
- Crossing Guard duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Public relations protocol.
- City Municipal Ordinances and State parking laws.
- Criminal code, collision investigation and basic evidence collection techniques.
- Organization and functional responsibilities of a Police Department.
- Modern office practices, procedures and equipment including computers and related software (varies by position).
- Basic grammar, punctuation and arithmetic.

### **Ability to:**

- Work independently.
- Establish and maintain effective working relationships with others.
- Communicate clearly and concisely orally and in writing.
- Work shifts or irregular duty assignments as scheduled.

- Learn the geography of the City and location of various City departments and parking facilities.
- Drive a vehicle safely and defensively (varies by assignment).
- Stand and walk for long periods of time outdoors in various weather conditions.
- Obtain and record accurate information through observation.
- Work diplomatically with a diverse group of people.
- Operate a personal computer and related software.
- Develop, implement, and conduct special programs.

#### **EDUCATION AND EXPERIENCE:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

*Education:* Equivalent to an Associate Arts degree (60 semester units or 90 quarter units) from an accredited college or university with major work in social science, police science, psychology or sociology.

*Experience:* At least one year of experience in general clerical, public contact, criminal justice or social oriented work in a law enforcement environment. Additional qualifying experience may substitute for the required education on a year-for-year basis.

**MEDICAL CATEGORY:** Group 1

#### **NECESSARY SPECIAL REQUIREMENT**

Possession of an appropriate, valid Class "C" California Motor Vehicle Operator's License.

#### **CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Police Service Representative

**TO:** Police Service Program Coordinator